



Revised Contract

Successfully revised AAR's Residential Resale Real Estate Purchase Contract



Ombudsman Success

Ombudsman program maintained a 90% success rate in resolving disputes



Election Success

Achieved 95.9% success rate in AAR's General Election endorsements



Good Neighbors Video

Produced the "Arizona REALTORS® Make Good Neighbors" video



Training & After-hours

Conducted 419 zipForm/eSign Training Sessions and implemented the afterhours@aaronline.com email to give members the opportunity to get technical help in the evenings and on weekends



Defeated Legislation

Protected Arizona homeowners and business owners from the undue burden of additional property taxes by defeating legislation to grant tax cuts



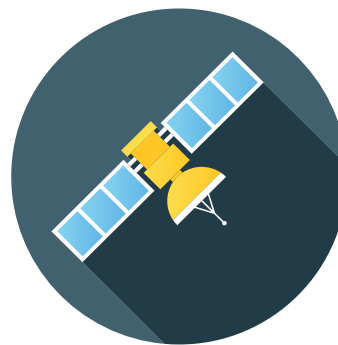
Tech Helpline

Introduced Tech Helpline as a new member benefit providing members with expert technical support for devices of all nature



CRPM Education Courses

CRPM certification program delivered 17 property management specific education courses to 825 students



Remote Education

Partnered with 10 local associations on 40 remote live broadcasting classes bringing education programs to 925+ students



Member Benefit Guide

Created and distributed new member benefits guide to complement "A World Without AAR" videos